

Percentage of Duties	Essential Functions
25%	<p>Ensures unit staff is processing claims timely, accurately, and in compliance with laws, policies, and procedures governing the Disability Insurance Program.</p> <p>Accurately interprets and communicates policy and procedure to staff, ensuring consistent application throughout the office. Emphasizes program integrity, duration control, and use of manuals and reference materials.</p> <p>Organizes and maintains units in accordance with current system design procedures.</p> <p>Evaluates the effectiveness of assigned units through the use of the current quality assurance systems, employee and customer surveys, Department reviews and other sources, as appropriate. Also participates in evaluations at the office level.</p>
25%	<p>Develops and maintains a versatile, well-trained staff that processes its workload timely and efficiently through all stages of the claim process by making sure to review the staff's workloads and redirecting work, as necessary. Coaches and develops staff, as needed, to ensure continuance of timely, efficient claim processing.</p> <p>Builds capacity for all unit staff through continuous training and developmental assignment opportunities.</p> <p>Ensures timely feedback to all unit staff through probationary reports, individual development plans, leadership development plans, current quality assurance systems, and open, two-way communication, including regular unit and unit supervisor meetings.</p>
15%	Makes decisions regarding unit needs, training, and special projects using analysis and data-gathering tools. Develops skills in the use of personal computers to support and enhance analysis processes.
10%	Participates in management team, unit, and all office meetings. May participate in Field Operations Division and Branch meetings and other activities outside the field office. May act as the section manager in the manager's absence.
5%	Assists in the development and maintenance of a marketing program that supports the marketing goals of the Branch and includes customer education, as well as partnership opportunities.
5%	Monitors unit staffing to ensure unit stays within personal services budget limits. Analyzes earnings and projects future workload to determine appropriate staff usage. Considers availability of Operating Expenses and Equipment (OE&E) budget when requesting equipment, supplies, travel, or training for staff.
5%	<p>Contributes toward the maintenance of maximum security and integrity of premises, equipment records, documents, and the automated system.</p> <p>Provides for health, safety, and welfare of unit staff in order to maintain high levels of efficiency and morale. May participate in the preparation or updating of the Continuity Plan for Business, Crime Prevention Plan, or the Injury and Illness Prevention Plan.</p>
5%	Utilizes methods and techniques to recognize and reward positive, valued, employee contributions and reinforce those behaviors, as part of enhancing overall employee performance.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%

Civil Service Classification
Disability Insurance Program Manager I

Position Number
280-212-9211-008

Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
Type of Environment: <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
Interaction with Customers: <input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
Directly – 11 DIPRs and 4 PT I/IIIs		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	AF	5/6/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file